

TCPN# FY04-13 BOA DoD Account Search Tool

Note: Level 3 APCs - IT IS YOUR RESPONSIBILITY TO GIVE THIS NOTICE WIDEST DISSEMINATION TO GTCC PROGRAM PARTICIPANTS IN YOUR HIERARCHY.

Bank of America (BOA) sent the following message in an email...in reference to the Dispute Process for Govt Travel Charge Cardholders. This will assist with the management of the government charge cards program, please provide to all level APC's and cardholders so they may be aware of this process.

Department of Defense Account Search Tool

On April 19, Bank of America Government Card Services continues its commitment of bringing higher standards to the Federal Government by offering Department of Defense Agency Program Coordinators (APCs) the ability to search by Social Security Number for an existing account within the entire Department of Defense (DOD) database.

Previously, Department of Defense APCs were able to find an existing DOD Travel Card account only within their span of control. By applying the Six Sigma process and listening to the Voice of the Customer, Bank of America brings Department of Defense APCs the ability to identify an existing account by Social Security Number throughout the entire Department of Defense database. This should greatly improve the customer experience in the processing of new accounts and the hierarchy management of existing accounts.

The search will return a Yes or No answer and will not provide any account specific information. In order to access the account, APCs will need to transfer the account into their hierarchy. A link to the Cardholder Transfer Request Form will be provided when the search returns a Yes answer.

To access the DOD Account Search, APCs should go to the Bank of America Technical Helpdesk Website at https://www.gcsuthd.bankofamerica.com/form_asp/AC/default.asp. The APC can then enter the service member's Social Security Number to determine the existence of an account within the Department of Defense.

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